

FORM PTO-1449  
(Modified)

SEP 15 2006

U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00103

Serial No.: 10/633,250

INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Several Sheets If Necessary)

Applicants: Charles Hymes et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2173

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
TC	AA	6,141,341	10/31/2000	Jones et al.	370	352	09/09/1998
TC	AB	6,337,858 B1	01/08/2002	Petty et al.	370	356	10/10/1997
TC	AC	6,400,804 B1	06/04/2002	Bilder	379	76	12/10/1998
TC	AD	6,778,494 B1	08/17/2004	Mauger	370	230	03/02/2000
TC	AE	7,035,252 B2	04/25/2006	Cave et al.	370	356	01/30/2001
TC	AF	7,085,263 B1	08/01/2006	Fitzgerald	370	352	01/03/2002
TC	AG	US 2004/0066923 A1	04/08/2004	Robinson	379	166	06/27/2003
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## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
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## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

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Examiner: /Thuy Carleton/

Date Considered: 02/06/2007

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Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
TC	AA	6,704,409 B1	03/09/04	Dilip et al.	379	265.02	12/31/97
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TC	AA	6,614,902 B1	9/2/03	Rizzetto	379	265.11	11/5/99
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FORM PTO-12  
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## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
TC	AA	5,530,744	06/25/96	Charalambous et al.	379	265	09/24/96
TC	AB	6,298,383 B1	10/02/01	Gutman et al.	709	229	01/04/99
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		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
TC	AP	WO 01/35601 A1	05/17/01	PCT	H04L	29/06		X
TC	AQ	WO 01/61529 A2	08/23/01	PCT	G06F	17/00		X
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## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

TC	AU	"Signaling Gateway CX6100-SG", Haraski et al., pages 138-142, NEC Res. & Develop., Vol 42, No. 2, April 2001					
TC	AV	"Media Gateway CX3200", Naoki Satoh et al., pages 133-137, NEC Res and Develop., Vol. 42, No. 2, April 2001					
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TC	AA	6,771,765 B1	08/03/2004	Crowther et al.	379	265.09	12/29/1999
TC	AB	6,823,382 B2	11/23/2004	Stone	709	224	08/20/2001
TC	AC	6,850,613 B2	02/01/2005	McPartlan et al.	379	265.02	06/17/2003
TC	AD	6,937,715 B2	08/30/2005	Delaney	379	265.09	09/26/2002
TC	AE	US 2004/0141508 A1	07/22/2004	Schoeneberger et al.	370	401	07/31/2003
TC	AF	US 2004/0221053 A1	11/04/2004	Codella et al.	709	231	04/30/2003
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TC	AA	6,330,326 B1	12/11/2001	Whitt	379	265.13	03/27/1998
TC	AB	6,600,735 B1	07/29/2003	Iwama et al.	370	352	03/01/1999
TC	AC	6,724,884 B2	04/20/2004	Jensen et al.	379	265.01	09/06/2001
TC	AD	6,741,698 B1	05/25/2004	Jensen	379	265.02	01/27/2000
TC	AE	6,850,599 B2	02/01/2005	Yoshitani	379	37	03/07/2003
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TC	AA	6,301,480 B1	10/09/2001	Kennedy, III et al.	455	445	09/05/1997
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TC	AA	6,144,667	11/07/00	Doshi et al.	370	401	08/07/97
TC	AB	6,289,001 B1	09/11/01	Smyk	370	216	10/15/99
TC	AC	6,615,235 B1	09/02/03	Copeland et al.	709	203	07/22/99
TC	AD	6,781,959 B1	08/24/04	Garakani et al.	370	242	07/31/00
TC	AE	6,868,059 B1	03/15/05	Jones et al.	370	216	04/24/01
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TC	AA	6,704,412 B1	03/09/04	Harris et al.	379	269	09/24/98
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	AA	6,463,148 B1	10/08/02	Brady	379	265.01	10/10/00
TC	AB	6,493,695 B1	12/10/02	Pickering et al.	706	47	09/29/99
TC	AC	6,584,191 B1	06/24/03	McPartlan et al.	379	265.02	08/27/99
TC	AD	6,665,395 B1	12/16/03	Busey et al.	379	265.09	12/11/98
TC	AE	6,697,858 B1	02/24/04	Ezerzer et al.	709	224	08/14/00
TC	AF	US 2001/0024997 A1	09/27/01	Sugano et al.	477	2	02/20/01
TC	AG	US 2004/0054743 A1	03/18/04	McPartlan et al.	709	206	07/31/03
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TC	AU	"Message Classification in the Call Center", by Stephan Busemann, Sven Schmeier, and Roman G. Arens. Published in Saarbrücken, Germany, pages 158-165.						
TC	AV	"The Modernization of a Call Center", by Karen Reasoner, University of Wyoming, Client Support Services, Information Technology, Laramie WY. 82070, pages 270-273.						
TC	AW	"Redefining the Call Center: Customer Service on the Internet", by D. Steul from San Francisco, Ca., pages 38-42.						
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TC	AB	6,529,499 B1	03/04/03	Doshi et al.	370	352	09/22/98
TC	AC	6,674,713 B1	01/06/04	Berg et al.	370	217	02/23/99
TC	AD	6,687,251 B1	02/03/04	Mousseau et al.	370	401	12/08/99
TC	AE	6,766,377 B1	07/20/04	Grabelsky et al.	709	238	08/24/00
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FORM PTO-148  
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TC	AA	5,282,243	01/25/94	Dabbaghi et al.	379	201	11/06/92
TC	AB	6,188,673 B1	02/13/01	Bauer et al.	370	252	09/02/97
TC	AC	6,639,982 B1	10/28/03	Stuart et al.	379	266.03	08/10/00
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TC	AA	5,459,780	10/17/95	Sand	379	265	01/31/94
TC	AB	6,611,590 B1	08/26/03	Lu et al.	379	265.09	09/29/99
TC	AC	6,577,726 B1	06/10/03	Huang et al.	379	265.02	03/31/00
TC	AD	6,678,718 B1	01/13/04	Khoury et al.	709	204	08/29/97
TC	AE	US2002/0071541 A1	06/13/02	Cheung et al.	379	215.01	12/12/00
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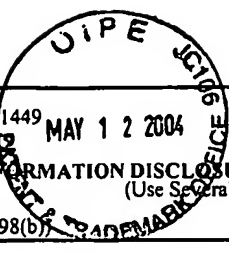
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Group Art Unit: 2173

(37 CFR § 1.98(b))

**U.S. PATENT DOCUMENTS**

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
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**FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS**

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
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Examiner: /Thuy Carleton/

Date Considered: 02/06/2007

**EXAMINER:** Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449  
(Modified)U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00103

Serial No.: 10/633,250

INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Several Sheets If Necessary)

Applicants: Charles Hymes et al.

Filing Date: 07/31/03

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(37 CFR § 1.98(b))

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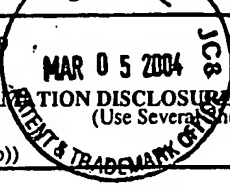
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Examiner: /Thuy Carleton/

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 <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> (Use Several Sheets If Necessary)				Applicants: Charles Hymes et al.	
(37 CFR § 1.98(b))				Filing Date: 07/31/03	Group Art Unit: 2173

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Examiner: /Thuy Carleton/	Date Considered: 02/06/2007
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FORM PTO-1449  
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Patent and Trademark Office

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Applicant: Charles Hymes et al.

(37 CFR § 1.98(b))

Filing Date: 7/31/03

Group Art Unit: 2173

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FORM PTO-1449  
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OCT 23 2003

U.S. Department of Commerce  
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
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Applicant: Charles Hymes et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit:

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Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
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Applicant: Charles Hymes et al.

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TC	AL	WO 99/65214	12/16/99	PCT	H04M	3/46		X
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